

TITLE: A Queueing Model of Customer Waiting Time in DMV Field Offices

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PROJECT OBJECTIVE:

To develop a computerized queueing model for use in DMV field offices for possible reduction of customer waiting time.

SUMMARY:

A computer program based on classical queueing theory was developed to simulate the behavior of the physical field office situation, in terms of customer arrival time, window service time, average length of customer waiting lines, and other useful estimates.

Two field offices were chosen as experimental units. Instructions were developed and implemented, and data were collected. The results of the tests were not encouraging, since:

1. Waiting line behavior was non-linear and increased dramatically as the percentage of utilization went up.
2. The model hinged upon assumptions that were not met in the real-life field office situation, and the degree of similarity between the model and the physical situation was not known.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

None.

SUPPLEMENTARY INFORMATION:

None.